

◆ **CASE STUDY**

**Financial & Revenue Cycle Management  
Information Technology (Cerner/Siemens Soarian)**

**Moffitt Cancer Center (Moffitt)** is a 206-bed hospital located in Tampa, Florida that is part of an elite group of National Cancer Institute Comprehensive Cancer Centers in the United States. Moffitt services includes private patient rooms, the Southeast's largest Blood and Marrow Transplant Program, outpatient treatment programs that record more than 339,000 visits a year, the Moffitt Research Center, Moffitt Cancer Center at International Plaza, and Moffitt Cancer Center Screening and Prevention.



“

“JTS Health Partners has provided us with high quality service and outcomes related to our Siemens Soarian Financials implementation and optimization efforts. JTS has been a consistent and dedicated partner/group of revenue cycle and health information management professionals through our journey so that we can maximize our technology investment.”

”

*Ms. Joanna C. Weiss  
Vice President of Revenue Cycle*

◆ **THE CHALLENGE**

Based upon Moffitt's operational volumes and comprehensive patient services, the organization decided to update its revenue cycle management system from Keane Revenue Cycle Management to Siemens Soarian Financials Revenue Cycle Management in order to accommodate growth as well as address the “sun-setting” of Keane. Complicating factors included integrating the Cerner Scheduling Management system with Soarian Financials Revenue Cycle Management, as well as addressing the organization's denial management challenges, authorization volumes, and accounts receivables management.

JTS Health Partners (JTS) provided operational/system support and process improvement for Moffitt’s Patient Financial Services division. JTS also spearheaded other quality initiatives as it related to optimizing the performance of Soarian Financials Revenue Cycle Management. Example activities included denial and accounts receivables management projects, patient billing and collections support, process redesign, staffing allocations, along with process and staff training. Other objectives included:

- JTS assisted Moffitt through process improvement initiatives that drove business process redesign to meet the financial goals of the organization (i.e., align with next generation financial technology in order to address authorization and denial management issues, and workflow optimization); and
- JTS provided the Patient Financial Services division operational support and staffing augmentation to achieve critical business objectives during 2013 and 2014.

**THE ACCOMPLISHMENTS**

JTS’ successful results:

- Aligned subject matter expertise with process redesign efforts, resulting in relevant and effective process maps, policies and procedures, and operational dashboards;
- Provided senior healthcare talent to assist with operational initiatives as well as staff augmentation for the Patient Financial Services team; and
- Provided engagement management leadership with ongoing advisory services.

Throughout 2013 and 2014, the JTS team provided operational expertise and support. The work effort during 2013 concentrated on multiple accounts receivables management initiatives. The following represent a portion of the major initiatives:

- Discharged not final billed (DNFB): ~\$25,000,000
- Other patient account initiatives (per account):
  - Billing error worklist support 10,000+
  - Charge error worklist resolution 15,000+
  - Multi-payer resolution 10,000+
  - Remittance discrepancy 15,000+

In 2014, the JTS team provided support to the Patient Financial Services billing, collections, and denial teams. In addition, JTS implemented and monitored their unique Claims Quality Management (CQM) program that was collectively attributable towards improving selected payor trends.

The aggregate work effort during 2014 represented the following contributions [1]:

- Total monetary impact: ~\$97,000,000
- Patient encounters/accounts resolution: 40,000+

*[1] Both operational figures referenced above represent a 1/1/2014 through 10/31/2014 timeframe*

**ABOUT JTS HEALTH PARTNERS**

**Advisory Services**

- Revenue Cycle Management
- Health Information Management
- Information Technology (Cerner/Siemens Soarian)

**Tom Stewart**

President & Co-Founder  
 T: 404.816.6107  
 info@jtshealthpartners.com  
 www.jtshealthpartners.com

JTS Health Partners is a national healthcare and advisory professional services firm. The firm’s consulting portfolio is focused on enterprise planning, clinical optimization, revenue cycle management (inclusive of health information management and back-office functions), information technology, as well as financial and operational performance improvement initiatives for hospitals and physicians. Other professional services include staff augmentation for the acute setting.

JTS remains very focused on providing our clients with tremendous value and service level. Our trademark is client satisfaction; every client to date is 100% referenceable.

© 2016 JTS Ventures, Inc., d/b/a JTS Health Partners (“JTS”), a United States entity. All rights reserved. The information contained herein is intended for general guidance only. No one should act upon such information without appropriate professional advice. JTS shall not be responsible for any loss whatsoever sustained by any organization or person who relies on this publication.